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## *The Public Service Commission State of South Carolina*

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Phone: (803) 896-5133  
Fax: (803) 896-5246

Administrative Department  
Phone: (803) 896-5100  
Fax: (803) 896-5246

March 25, 2019

Dear Ms. Mary Gillespie,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

- Docket No. 2018-319-E - Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2018-319-E - Application of Duke Energy Carolinas, LLC for Adjustments in Electric Rate Schedules and Tariffs and Request for an Accounting Order -  
<https://dms.psc.sc.gov/Web/Dockets/Detail/116872>

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,  
Becky Latimer  
Clerks Office/Administrative Coordinator

Public Service Commission of South Carolina  
803-896-5100  
**Sign up for Meeting Agenda Alerts: Text PSCAGENDAS to 39492**



## Individual Complaint Form

Date\*: 03/12/2019

### Complainant or Legal Representative Information:

\* Required Fields

RECEIVED

MAR 25 2019

PSC SC  
MAIL / DMS

Name \* mary l gillespie

Firm (if applicable)

Mailing Address \*

City, State Zip \* Taylors SC 29687

E-mail

Name of Utility Involved in Complaint: \* DUKE ENERGY RATE INCREASE

### Type of Complaint (check appropriate box below.) \*

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service  | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input checked="" type="checkbox"/> Service Issue  | <input type="checkbox"/> Meter Issue                       |  |   |
| <input type="checkbox"/> Other (be specific)       |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☒ No

Name of  
ORS Contact:

### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

THIS RATE INCREASE SHOULD BE DENIED. it will be detrimental to all who live on set income or social security. I already have seen increase on my bill since Sept., I didn't receive bill in Dec for Jan 20, 2019 and paid my usual equal payment, I called Duke and was told that it had increased and I owed 3 times the normal bill, and my EPP was now 350.00 per month. I told her that was impossible. They had changed my meter to digital and I was denied when I requested someone to come out and check it. The highest bill I ever paid was 134.00 on EPP and I always had a credit at end of year. Nothing had changed, no added addition to power.

Had to pay 819.08 to settle up

IN March 2019 I Paid 169.28 Total Wastage used - No EPP of 350.00

### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

NO INCREASE IN Rate. Find out why they have already increased rate.

**\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.**

☒ Yes ☐ No

mary l gillespie

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )

COUNTY OF )

### VERIFICATION

I, \_\_\_\_\_ verify that I have read my complaint filed on \_\_\_\_\_ Date \*

Complainant's Name \*

and know the contents thereof, and that said contents are true.

mary l gillespie

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

### Internal Use Only

Processed By	Date
H.E.	

Billing Cycle	May 4/20 - 5/22	June 5/22 - 6/22	July 6/22 - 7/23	Aug 7/23 - 8/22	Sept 8/22 - 9/24	Oct 9/24 - 10/23	Nov 10/23 - 11/20	Dec 11/21 - 12/17	JAN 19 12/23 - 1/24	Feb 19	Mar 19
KWH	1703	2162	2109	1859	1973	1539	1835				
Daily Avg	6.24	8.10	7.90	7.23	6.96	6.34	7.81				
KWH Last Yr	604	713	1060	927	400	291	502				
Last Yr Avg	2.67	2.95	3.88	3.68	1.88	1.63	2.19				
Monthly Charge	\$199.61	\$251.04	\$245.10	\$217.09	\$229.86	\$184.59	\$219.51				
Amount Paid	\$36.83	\$97.00	\$166.23	\$167.00	\$0.00	\$134.28	\$134.28	134.28	134.28	SEP 324.90 819.08	449.28
PP Year End Credit Balance & Credit on Bills	-\$162.78	-\$63.17	-\$51.37	-\$108.80	-\$167.00	-\$58.20	-\$83.60				
KWH usage Increase from 2017 to 2018	1,099	1,449	1,049	932	1,573	1,248	1,333				

2/4/19 spoke with Candi and the supervisor would not approve to have the meter checked. At this time account has a credit of \$494.00 and the options are to discontinue equal payment plan or continue to pay even when the bill says do not pay. The reason that the equal payment plan was increased was due to the fact that a large balance was due in december.

Regularly Public Service Comm 800 - 922 - 1531  
P.S.C. of S.C 803 - 896 - 5100